

## Contract Summary for Revolut Mobile UK (provided by Gigs) distributed through the Revolut app

A copy of this Contract Summary is available to you [here](#) in a durable format, allowing you to download and save it for your future records.

**This Contract Summary is dated 26 November 2025 and applies to Revolut Mobile Plans agreed from this date.**

This Contract Summary is provided by Revolut Ltd as agent on behalf of the provider Gigs U.K. Ltd. This information is based on our standard terms of service, for a full description of these terms please see [gigs.com/legal](#).

Complaints in respect of Revolut Mobile Plans may be submitted via the Revolut in-app Support using the contact details provided below under "Other information".

Postal address: Revolut Ltd, 30 South Colonnade, London E14 5HX, United Kingdom

### Contract Summary

- This contract summary provides the main elements of this service offer as required by UK law.
- It helps to make a comparison between service offers.
- Complete information about the service is provided in other documents.

### Services

Prepaid eSIM mobile plan (mobile voice telephony and mobile internet access) delivered using the Vodafone UK network.

#### Monthly Allowances

Domestic Calls and SMS Texts	Domestic Data	International Calls	Roaming Calls and SMS Texts	Roaming Data
Unlimited	Unlimited	50 minutes	50 minutes and 100 texts	20GB

Subject to [Acceptable Use Policy](#). International Calls and Roaming is limited to inclusive countries - see Contract Information for full details.

## Messaging Pass

The messaging pass provides at least 250MB of roaming data with an estimated maximum speed of 16Kbps, designed for text-based messaging app use, such as WhatsApp, Facebook Messenger and Telegram. You will automatically connect when in an included country outside of the EEA and the US (listed [here](#)). The Messaging Pass is not designed for high-bandwidth internet access (for example, non-text content sharing, streaming, or internet calls). Any use outside of its intended purpose may result in your allowance being quickly consumed.

## **Speeds of the Internet Service**

Estimated maximum speed: 100Mbps (upload and download). 4G and 5G speeds available, depending on coverage and device compatibility. Separate terms apply to Messaging Pass, as detailed above.

If you experience continuous or regularly recurring disruption to the speed of your service, you may have a remedy under consumer law depending on the nature of the disruption. You may raise a complaint in respect of such disruption to the speeds of your service, in accordance with our [Code of Complaints](#), as detailed below.

## **Price**

<b>Monthly Price (Revolut Mobile Plan):</b>	£12.50 (incl. VAT)
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Out of bundle usage is not possible on this plan. We collect monthly subscriptions from seven days prior to renewal to ensure service continuity. Prices are subject to change, at least one month's notice of any changes will be provided. You are free to cancel renewal of your plan at any time without penalty.

## **Duration, Renewal and Termination**

Flexible monthly contract, auto-renewing each month:

- You can cancel renewal at any time within the Revolut app. You will be able to use the service until your subscription period concludes.

- In order to guarantee cancellation at the end of the current subscription period, you must make your request to cancel no later than 12 hours before your renewal date. Any pre-payment will be refunded following successful cancellation.

You can cancel your plan at no cost during the cooling-off period, which is within 14 calendar days from the day your Revolut Mobile Plan is activated. If you have commenced the use of the Services, we will provide you with a proportionate refund (taking into account any usage). For more information on your cancellation and refund rights, please refer to Revolut General Conditions of Sale available [here](#).

## Accessibility for End-Users with Disabilities

Revolut adheres to the Web Content Accessibility Guidelines (WCAG) to ensure proper colour contrast, text readability and navigability. Its components are built with accessibility in mind, supporting screen readers, keyboard navigation and scalable typography. It continuously refines our designs based on feedback to improve accessibility and usability.

Gigs' contracts are available in braille or large print upon request. For further details please see our [Accessibility Policy](#).

## Other Information

### Contact Details

- Provider: Gigs U.K. Ltd - 2 Leman Street, London, UK, E1W 9US
- Email: [support@gigs.com](mailto:support@gigs.com)
- Phone: +44 20 4600 4498

### Transferring your number

If you haven't already requested to transfer your number from another provider, you can do so after purchasing your subscription using a PAC or STAC. Further information is available in the Contract Information.

## Contract Information

### Contract Details

This Contract Information is provided by Revolut Ltd as agent on behalf of the provider Gigs U.K. Ltd.

- **Provider:** Gigs U.K. Ltd - 2 Leman Street, London, UK, E1W 9US
- **Email:** support@gigs.com
- **Phone:** +44 20 4600 4498

### Your Revolut Unlimited Plan

- **Service Description:**
  - eSIM-only mobile plan (data, voice, text (SMS) and roaming services) delivered using the Vodafone UK network.
  - Network coverage and data speeds will vary depending on your location, local geography, congestion, your plan, and the type of device that you're using. For example, you would only be able to use 5G services if you're in a 5G area with a 5G device.
- **Monthly Price:** £12.50 (incl. VAT)

The service includes:

Allowance Type	Allowance Details
Unlimited Domestic data	Estimated Maximum bandwidth of 100 Mbps Subject to <a href="#">Acceptable Use Policy</a>
Unlimited Domestic calls and texts	Subject to <a href="#">Acceptable Use Policy</a>
20GB Data roaming	Access to local data networks in EEA 38* countries & the USA
50 Mins International Long Distance ILD	UK outbound calling to any of the EEA 30** countries & the USA
50 Mins Roaming Voice	Making calls outside the UK and within any EEA 38* countries & the USA
100 Roaming SMS	Sending SMS outside the UK and within any EEA 38* countries & the USA
<i>Messaging Pass</i>	The messaging pass provides at least 250MB of roaming data with an estimated maximum speed of 16Kbps, designed for text-based messaging app use, such as WhatsApp, Facebook

	Messenger and Telegram. You will automatically connect when in an included country outside of the EEA and the US (listed <a href="#">here</a> ). The Messaging Pass is not designed for high-bandwidth internet access (for example, non-text content sharing, streaming, or internet calls). Any use outside of its intended purpose may result in your allowance being quickly consumed.
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\*EEA 38 includes: *Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovak Republic, Slovenia, Spain, Sweden*

\*\*EEA 30 includes: *Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia (Czech Republic), Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden*

## Additional Charges

Unless otherwise stated, all rates listed here are included within your allowance and do not incur additional fees. If your plan includes roaming, your usage will be covered as per your roaming allowance. There are no charges above these limits, thanks to our proactive spend control policies.

Please see details on additional charges [here](#)

## **Included as part of your plan**

<b>Outgoing</b> calls to UK landlines (01, 02, 03) and mobiles (07)	Included
<b>Outgoing</b> texts to UK landlines (01, 02, 03) and mobiles (07)	Included
<b>Incoming</b> calls when you are in the UK or EEA 38	Included
<b>Incoming</b> texts when you are in the UK EEA 38	Included
Voicemail	Included
Messaging Pass	Included

## **Included Services**

0800 / 0808	Calls to freephone numbers	Included
101	Police non-emergency number	Included
111	NHS non-emergency number	Included
18001 + phone number	Hearing user relay service	Included

18002 + phone number	Text user relay service	Included
195	Directory enquiries (visually impaired access)	Included
112 / 999	Emergency calls and texts	Included
105	Power cut emergency number	Included
116xxx	Support helplines (e.g. Childline, missing people)	Included
18000	Emergency text relay service	Included
119	NHS COVID-19 helpline	Included

### Spend Cap and Roaming Controls

This plan includes a £0 out-of-bundle spend cap.

Any usage outside your bundle—including roaming, international calls, premium services, MMS and out-of-plan usage—is automatically blocked.

Roaming is available only within the included EEA and US allowances. Once these limits are reached, or if used outside the EEA and US, services are no longer available and no roaming fees apply. The included messaging pass remains available for text-based messaging until its allowance is used.

For coverage beyond this area, customers may purchase a separate eSIM data plan, which provides data-only coverage and does not include voice or SMS.

### Delivery of Your Service

- If you would like to transfer your phone number from another provider to the service and have not already requested to do so, you can request this after the purchase of your subscription using a PAC or STAC
- Porting takes one business day to complete when submitted between 9am and 5pm Monday to Friday, excluding UK Bank Holidays – if your port takes more than one working day (from the submission of PAC/STAC) due to a fault on our side, you are entitled to compensation. See the Compensation Policy for more details

### Complaints

Complaints in respect of your Revolut Mobile Plans may be submitted via the Revolut in-app Support or directly to Revolut using the contact details provided below.

- **Email:** [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com)

- **Online Complaint Form:** accessible [here](#)
- **Phone:** call us via in-app call
- **Post:** 30 South Colonnade, London E14 5HX, United Kingdom

More information can be found in our [Code of Complaints](#).

## Duration and Conditions for Renewal and Termination

- Flexible monthly contract, auto-renewing each month
  - To end your subscription, please cancel a minimum of 12 hours before your renewal date to ensure you won't be charged further.
- You can cancel their mobile service contract within 14 calendar days from the date their SIM is activated and latches to the network (the "Cooling-Off Period"). If you have commenced the use of the Services, we will provide you with a proportionate refund (taking into account any usage). For more information on your cancellation and refund rights, please refer to Revolut General Conditions of Sale available [here](#).
- All users on a Gigs-provided plan are able to port their numbers out to another provider by requesting a PAC or STAC. This is available up to one month after a subscription has ended (if it's not already not ported out).

## Other relevant information

- [Accessibility Policy](#)
- [Privacy Policy](#)
- This contract information document does not include a summary of all applicable terms and conditions. For full and latest terms and conditions please visit [gigs.com/legal](#)